



State of Illinois
Department of Human Rights

Guidebook for the Development of Affirmative Action Plans and Quarterly Reports for Illinois State Executive Agencies

November 2009

www2.illinois.gov/dhr/pages/liaison.aspx

Legal Division - State Agency Liaison Unit

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INTRODUCTION

The Illinois Human Rights Act authorizes the Department of Human Rights to issue guidelines for development and implementation of affirmative action plans by state agencies and to approve such plans. These guidelines apply to the state executive departments, boards, commissions and instrumentalities of Illinois state government.

An affirmative action plan is a detailed, results-oriented, set of procedures arising from an in-depth review of all aspects of the agency's employment process, which may impact equal employment opportunities for minorities, women and people with disabilities.

Each fiscal year, state executive agencies affirmative action plans must adhere to the format, content and procedures outlined herein. Each affirmative action plan will be evaluated based on these guidelines.

This *Guidebook* outlines and explains the components of the plans and sets forth the criteria for affirmative action performance. The Liaison Unit is responsible for monitoring and implementing these guidelines.

The *Guidebook* and quarterly report forms, as well as other EEO/AA forms, are on the Department's website www.state.il.us/dhr. Look for the Liaison Unit, under IDHR links.

AFFIRMATIVE ACTION PLAN CHECKLIST

Section One

- _____ Certification Form **[Chief Executive Officer's and EEO/AA Officer's Signature]**
- _____ EEO/AA Policy Statement of the Chief Executive Officer **[Chief Executive Officer's Signature]**
- _____ Agency Profile
- _____ Identification and Duties of the Agency EEO/AA Officer
- _____ Internal EEO/AA Organizational Chart/Agency-wide Organizational Chart
- _____ Methods of Disseminating the Agency's AA Policy/Plan

Section Two

- _____ Internal Workforce Analysis:
 - _____ Summary Workforce Analysis (DHR-9)
 - _____ Workforce Transactions Summary (DHR-10) total for previous fiscal year
 - _____ Salary Analysis (DHR-32 AAP)
- _____ Final Availability Analysis
 - _____ Final Availability Percent Worksheet (DHR-5 AAP)
 - _____ Final Availability Summary (DHR-8 AAP)
 - _____ Underutilization Summary by Region (DHR-11)

Section Three

- _____ Numerical and Program Goals
 - _____ Timetables
 - _____ Responsible persons
 - _____ Monitoring procedures

Section Four

- _____ Employment Discrimination Complaint Process
- _____ Employment Discrimination Complaint Form (DHR-21)

Section Five

- _____ Disability program:
 - _____ Reasonable Accommodation Policy **[Chief Executive Officer's Signature]**
 - _____ Labor Force Analysis with People with Disabilities (DHR-34 AAP)
 - _____ Numerical Goals
 - _____ Physical Barriers
 - _____ Procedural Barrier narrative
 - _____ Pre-employment Screening
 - _____ Employment Criteria and Job Description Review
 - _____ Employment Testing
 - _____ ADA Coordinator
 - _____ Evacuation Procedures

Section Six

- _____ EEO Laws

Section Seven

- _____ Hiring Monitor (DHR-19)
- _____ Promotion Monitor (DHR-20)
- _____ Exit Questionnaire (DHR-30)

SECTION ONE

AGENCY _____

ADDRESS _____

TELEPHONE NUMBER _____

CHIEF EXECUTIVE OFFICER _____

EEO/AA OFFICER _____

Signature	Chief Executive Officer	Date
Signature	EEO/AA Officer	Date

EEO/AA POLICY STATEMENT OF THE CHIEF EXECUTIVE OFFICER

The policy statement, which must be **signed by the Chief Executive Officer** of an agency, should indicate a positive and determined commitment to equal employment opportunity and affirmative action, as well as his/her endorsement of the affirmative action plan as that of his/her administration.

The policy statement should address, but is not limited to, the following:

1. Decisions regarding recruitment, hiring, training, promotion, layoff and awarding of benefits must be made without regard to the following bases; including but not limited to race, color, religion, sex, sexual orientation, national origin/ancestry, citizenship status, disability, age, order of protection status, marital status, arrest record, military status, including veteran status, and unfavorable discharge from military service.
2. A commitment to undertaking affirmative action to correct the underutilization of minorities and females in all levels of employment.
3. The agency is committed to implementing sexual harassment and other harassment policies and programs.
4. The agency is committed to undertaking affirmative action to increase the number of persons with disabilities in the agency as a whole.
5. The support and commitment is expected of all executive, managerial and supervisory staff in implementing the agency affirmative action plan.
6. A statement of non-retaliation against employees who file a complaint should be included.

AGENCY PROFILE

The agency profile should indicate the mission of the agency, as well as the primary function and day-to-day operations of the agency. In addition, it should indicate any specific EEO/AA problems and needs.

THE IDENTIFICATION AND DUTIES OF EEO/AA OFFICER

The person assigned the responsibility of discharging the EEO/AA function for the Chief Executive Officer should be identified by name, location and phone number. In addition, the various responsibilities of the agency and/or local EEO Officer(s) should be listed.

Section 2-105 (B) (4) of the Human Rights Act and Section 2520.780 (a) of the Department of Human Rights Rules requires that agencies employing 1,000 or more employees must have a full time EEO/AA Officer who is on the administrative staff of the agency's Chief Executive Officer. Agencies with less than 1,000 employees can assign the EEO/AA responsibilities on a part-time basis; however, in agencies with less than 1,000 employees the EEO/AA Officer should have direct access to the agency Director.

In addition, Section 2520.780 (a & b) requires that the Chief Executive Officer inform the Director of the Department of Human Rights when there is an interim or permanent change in EEO Officer and obtain approval of this individual prior to appointment when the agency has more than 1,000 employees.

The duties of the agency EEO/AA Officer include, but are not limited to those delineated in the Human Rights Act and Department's Rules and Regulations:

1. To develop the agency's affirmative action plan, goals and objectives;
2. To assist in identifying and solving EEO problems;
3. To design and implement internal audits and reporting systems for measuring the effectiveness of agency programs indicating need for remedial action, and determining the degree to which the agency's goals and objectives have been attained;
4. To serve as liaison between the agency and EEO enforcement authorities;
5. To serve as liaison between the agency, minorities, women and disability organizations;
6. To inform management of developments in the EEO field;
7. To assist in the evaluation of employees and job applicants so that minorities, women and disabled persons are given equal employment opportunity;
8. To regularly confer with managers, supervisors and employees to assure that the agency's EEO policies are observed;
9. To advise managers and supervisors if employment practices comply with the Act;
10. To report to the Department all internal and external complaints of discrimination against the agency;

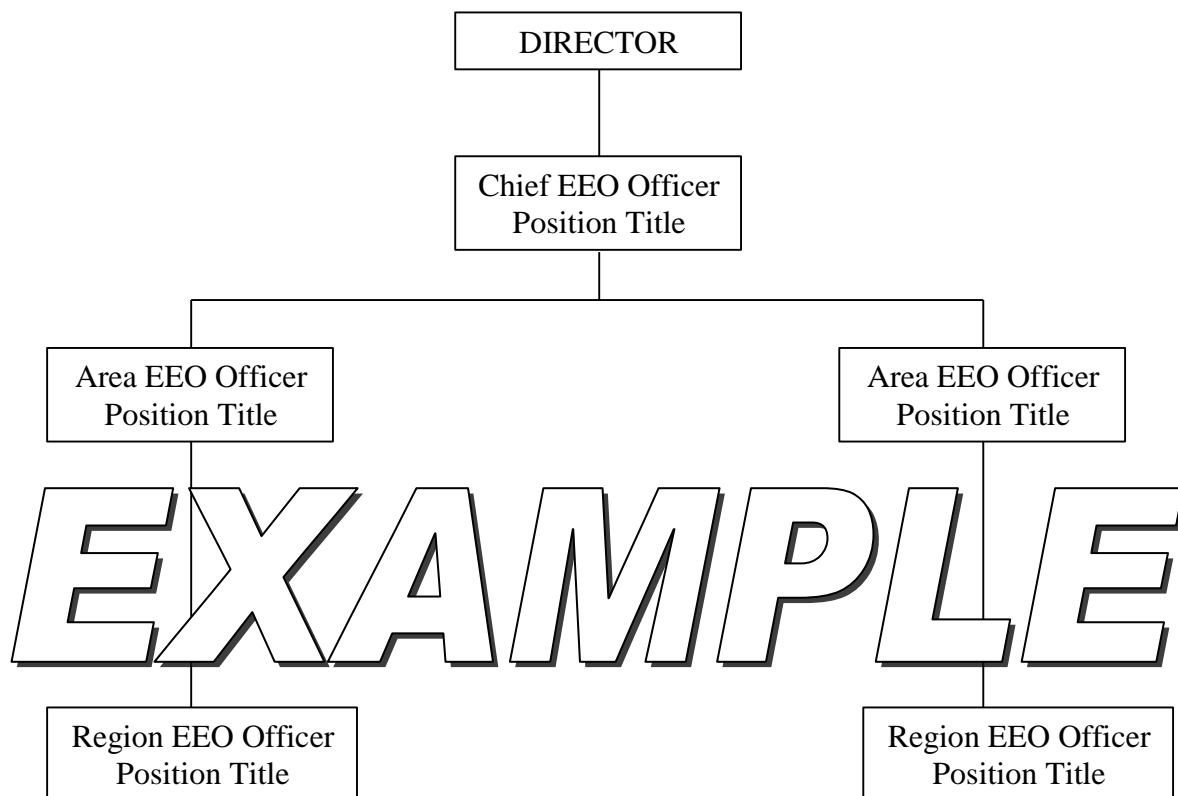
11. To assist in the investigation of internal and external complaints of discrimination as specified in Section 2520.790 (a & b) of these regulations;
12. At the request of the agency's Chief Executive Officer, to direct agency staff in taking appropriate action to correct discriminatory practices identified by the Department and report to the Chief Executive Officer on the progress of actions taken;
13. In conjunction with the filing of quarterly reports, to submit recommendations to the Chief Executive Officer and the Department for improvements to the agency's Affirmative Action Plan;
14. To immediately notify the Chief Executive Officer and the Department when unable to resolve employment practices or conditions which have or tend to have disparate impact on minorities, women, or the disabled;
15. If the agency is in noncompliance, as described in Section 2520.795, to work with Central Management Services to develop programs for the preparation and promotion of the affirmative action group in question.

The EEO/AA Officer's duties should also include:

1. Reporting on and/or analyzing layoff reports [2520.770 (f)], reorganization reports [2520.770 (g)], hiring and promotion monitors [2520.770 (h)], and exit questionnaires [2520.770 (i)];
2. Evaluating tests, employment policies and practices and reporting to the agency director any such policies, practices and evaluation mechanisms that have adverse impact on minorities, women, and the disabled. The agency EEO Officer will also assist in the recruitment of minorities, women and people with disabilities;
3. Provide counseling for any aggrieved employee or applicant for employment who believes that he or she has been discriminated against because of including but not limited to race, color, religion, sex, sexual orientation, national origin/ancestry, age, order of protection status, marital status, arrest record, military status, including veteran status, unfavorable discharge from military service, citizenship status, and disability.

INTERNAL EEO ORGANIZATIONAL CHART

The EEO organization chart should reflect the agency's entire EEO network, including any agency-wide EEO/AA advisory council. This chart should identify any employees who have EEO/AA responsibilities in their respective locations and the geographic scope of their responsibility (e.g. facility, region). A separate agency-wide organizational chart should be submitted to reflect the EEO/AA position within the administrative structure.



METHODS OF DISSEMINATING THE AGENCY'S AA POLICY AND PLAN

The Plan should indicate the methods to be used by the agency to disseminate the AA Policy and Plan both internally and externally. Methods of disseminating the AA policy should include but are not limited to the following:

Policy

- Post policy on bulletin boards or any other conspicuous location used to display important agency notices;
- Display EEO/AA posters in conspicuous locations;
- Inclusion in supervisors' and employees' handbooks;
- Inclusion in brochures and other appropriate publications which discuss the hiring practices of the agency;
- Inclusion in new employee orientation and other appropriate training programs;
- Communications sent to employee/employer associations;
- Communications sent to area minority groups and women's organizations and advocacy groups for persons with disabilities;
- Information included on the agency's website.

Plan

- To all managerial and supervisory personnel, etc.;
- Notification to all staff that the AA Plan is available for review or obtained from the EEO Officer;
- State Library; (40 copies and an electronic version) to Illinois Documents Section, Illinois State Library; [Title 23, Part 3020, Ch. 1, Subpart A, Section 3020.110]
- Available to state and federal regulatory agencies;
- Available to all recruitment sources;
- Agency intranet.

SECTION TWO

Internal Workforce Analysis

In this section of the affirmative action plan, the agency must provide a copy of the workforce analysis (DHR-9), transaction summary (DHR-10) and salary analysis (DHR-32). In addition, include a narrative analyzing each one of the summaries. If there appears to be a statistically significant difference between an affirmative action group and a non-affirmative action group in regards to the implementation of an agency policy or practice, the EEO/AA Officer should determine an appropriate course of action.

The agency should review practices, policies, and procedures to determine whether they adversely affect minorities, women, or people with disabilities. New policies adopted during the year should be examined for their effect on affirmative action group members. For example, if the agency has instituted a new program to control absenteeism, the EEO/AA Officer should study the results of the program to determine how minorities, women, and people with disabilities are affected. Existing practices should also be examined for any ongoing or new effect they may have on affirmative action group members. Data should be analyzed to see whether one group of employees is more adversely affected than another by a particular policy or practice.

NOTE: The above-mentioned forms can be found on the agency's website at www.state.il.us/dhr. Look for the Liaison Unit, under IDHR links.

SUMMARY OF WORKFORCE ANALYSIS BY REGION

Agency:

Reporting Period:

Region:

_____ **MALES** _____ **FEMALES** _____ **PERCENTAGES** _____

EEO Category	Grand Total	Total	W	AA	H	A	NA	D	Total	W	AA	H	A	NA	D	M	F	W	AA	H	A	NA	D
Officials/ Managers																							
Professionals																							
Technicians																							
Protective Service																							
Para- professionals																							
Office/ Clerical																							
Skilled Craft																							
Service/ Maintenance																							
TOTAL																							

Grand Total Employees for Region:		Males:		Females:		Total Minorities:	
White:	Afr Am:	Hispanic:	Asian:	Nat Am:	Disabled:		

W=White AA=African American H=Hispanic A=Asian NA=Native American D=Disable

Summary of Workforce Transactions Report By EEO Category

Agency: _____ Reporting Period: _____

EEO Category: _____

Transaction	Grand Total	Total	MALES						Total	FEMALES						PERCENTAGES						
			W	AA	H	A	NA	D		W	AA	H	A	NA	D	M	F	W	AA	H	A	NA
New Hires																						
Promotions																						
Intra-Agency Transfers																						
Suspensions																						
Separations																						
Discharges																						
Layoff																						
Demotions																						
Reductions																						
Reinstatements																						
Reemployment																						
Upward Reallocations																						
Downward Reallocations																						

W=White AA=African American H=Hispanic A=Asian NA=Native American D=Disabled

TRANSACTIONS DEFINITIONS

For purposes of preparing this report, the following definitions should be used:

New Hire: This involves a person hired into or appointed to a position within an agency in which he/she either has no prior agency history or whose recent employment experience was not with the hiring agency. These transactions would consist of any type of new appointment or the movement of an individual between agencies or merit systems.

Promotion: These transactions occur when an employee is advanced to a position with a higher salary range than his/her previous position, if within the same agency.

Intra-Agency Transfer: These transactions occur when an employee is transferred to a position of the same class to which appointed or to a position including similar qualifications, duties, responsibilities and salary range, in another division, section or other unit.

Suspension: These transactions involve a temporary removal from payroll for disciplinary reasons.

Separation: These transactions involve an employee who voluntarily leaves state service.

Discharge: This occurs when an employee is terminated for cause.

Lay Off: These transactions occur with the placement of an employee in non-paid, non-working status without prejudice either temporarily or indeterminately.

Demotion: These transactions occur when an employee is assigned to a vacant position in a class having a lower maximum permissible salary or rate than class from which the demotion was made for reasons of inability to perform the work, if within the same agency.

Reduction: These transactions involve the voluntary or involuntary movement of an employee to a vacant position in a class having a lower maximum permissible salary range, if within the same agency.

Reinstatement: These transactions occur when a former certified employee who resigned or terminated in good standing or whose position was reallocated downward or who was laterally transferred or whose name was placed on a reemployment list, if within the same agency.

Reemployment: These transactions occur when the certified employee is restored to an active work status after being selected from an official Recall/Reemployment List obtained from the Department of Central Management Services, if within the same agency.

Upward Reallocation: These transactions occur when the classification of an employee to a position with a classification of higher salary range resulting from the assignment of increased responsibilities making a higher position title more appropriate.

Downward Reallocation: These transactions occur when the classification of an employee changes to a position with a classification of a lower salary range resulting from the changes in assigned duties, which have fewer responsibilities.

Salary Analysis

Agency:

Data as of:

	[-----Males-----]							[-----Females-----]						[-----Percentage-----]						
	Grand Total	Total	W	AA	H	A	NA	Total	W	AA	H	A	NA	M	F	W	AA	H	A	NA
Officials/Managers																				
\$0 - \$9,999																				
\$10,000 - \$19,999																				
\$20,000 - \$29,999																				
\$30,000 - \$39,999																				
\$40,000 - \$49,999																				
\$50,000 - \$59,999																				
\$60,000 - \$69,999																				
\$70,000 - \$79,999																				
\$80,000 - \$89,999																				
\$90,000 - \$99,999																				
\$100,000 +																				
Total																				

	Grand Total	Total	W	AA	H	A	NA	Total	W	AA	H	A	NA	M	F	W	AA	H	A	NA
Professionals																				
\$0 - \$9,999																				
\$10,000 - \$19,999																				
\$20,000 - \$29,999																				
\$30,000 - \$39,999																				
\$40,000 - \$49,999																				
\$50,000 - \$59,999																				
\$60,000 - \$69,999																				
\$70,000 - \$79,999																				
\$80,000 - \$89,999																				
\$90,000 - \$99,999																				
\$100,000 +																				
Total																				

W = White AA = African American H = Hispanic A = Asian NA = Native American

DHR 32 (Rev 4-99)

Salary Analysis

Agency:

Data as of:

	[-----Males-----]							[-----Females-----]					[-----Percentage-----]							
	Grand Total	Total	W	AA	H	A	NA	Total	W	AA	H	A	NA	M	F	W	AA	H	A	NA
Technicians																				
\$0 - \$9,999																				
\$10,000 - \$19,999																				
\$20,000 - \$29,999																				
\$30,000 - \$39,999																				
\$40,000 - \$49,999																				
\$50,000 - \$59,999																				
\$60,000 - \$69,999																				
\$70,000 - \$79,999																				
\$80,000 - \$89,999																				
\$90,000 - \$99,999																				
\$100,000 +																				
Total																				

	Grand Total	Total	W	AA	H	A	NA	Total	W	AA	H	A	NA	M	F	W	AA	H	A	NA
Protective Service																				
\$0 - \$9,999																				
\$10,000 - \$19,999																				
\$20,000 - \$29,999																				
\$30,000 - \$39,999																				
\$40,000 - \$49,999																				
\$50,000 - \$59,999																				
\$60,000 - \$69,999																				
\$70,000 - \$79,999																				
\$80,000 - \$89,999																				
\$90,000 - \$99,999																				
\$100,000 +																				
Total																				

W = White

AA = African American

H = Hispanic

A = Asian

NA = Native American

Salary Analysis

Agency:

Data as of:

	[-----Males-----]							[-----Females-----]						[-----Percentage-----]						
	Grand Total	Total	W	AA	H	A	NA	Total	W	AA	H	A	NA	M	F	W	AA	H	A	NA
Paraprofessionals																				
\$0 - \$9,999																				
\$10,000 - \$19,999																				
\$20,000 - \$29,999																				
\$30,000 - \$39,999																				
\$40,000 - \$49,999																				
\$50,000 - \$59,999																				
\$60,000 - \$69,999																				
\$70,000 - \$79,999																				
\$80,000 - \$89,999																				
\$90,000 - \$99,999																				
\$100,000 +																				
Total																				

	Grand Total	Total	W	AA	H	A	NA	Total	W	AA	H	A	NA	M	F	W	AA	H	A	NA
Office/Clerical																				
\$0 - \$9,999																				
\$10,000 - \$19,999																				
\$20,000 - \$29,999																				
\$30,000 - \$39,999																				
\$40,000 - \$49,999																				
\$50,000 - \$59,999																				
\$60,000 - \$69,999																				
\$70,000 - \$79,999																				
\$80,000 - \$89,999																				
\$90,000 - \$99,999																				
\$100,000 +																				
Total																				

W = White

AA = African American

H = Hispanic

A = Asian

NA = Native American

Salary Analysis

Agency:

Data as of:

[-----Males-----]

[-----Females-----]

[-----Percentage-----]

	Grand Total	Total	W	AA	H	A	NA	Total	W	AA	H	A	NA	M	F	W	AA	H	A	NA
Skilled Craft																				
\$0 - \$9,999																				
\$10,000 - \$19,999																				
\$20,000 - \$29,999																				
\$30,000 - \$39,999																				
\$40,000 - \$49,999																				
\$50,000 - \$59,999																				
\$60,000 - \$69,999																				
\$70,000 - \$79,999																				
\$80,000 - \$89,999																				
\$90,000 - \$99,999																				
\$100,000 +																				
Total																				

	Grand Total	Total	W	AA	H	A	NA	Total	W	AA	H	A	NA	M	F	W	AA	H	A	NA
Service/Maintenance																				
\$0 - \$9,999																				
\$10,000 - \$19,999																				
\$20,000 - \$29,999																				
\$30,000 - \$39,999																				
\$40,000 - \$49,999																				
\$50,000 - \$59,999																				
\$60,000 - \$69,999																				
\$70,000 - \$79,999																				
\$80,000 - \$89,999																				
\$90,000 - \$99,999																				
\$100,000 +																				
Total																				

W = White

AA = African American

H = Hispanic

A = Asian

NA = Native American

FINAL AVAILABILITY ANALYSIS - EXTERNAL WORKFORCE

BACKGROUND

Historically, minorities, females and people with disabilities have been denied equal employment opportunities. Consequently, the federal and state government has made a commitment to address this problem through the establishment of affirmative action guidelines. The ultimate goal is to ensure all citizens have access to equal employment.

The methodology set forth in the final availability analysis (FAP) process is to ensure that minorities, females and people with disabilities are fairly represented in the workforce.

PROCESS

The final availability analysis provides a numerical measure of utilization through an analysis of the internal workforce of each state entity and the availability of affirmative action groups in surrounding labor area(s). Comparison of the availability numbers and the actual number of affirmative action groups currently employed by the agency will indicate whether or not the agency is underutilized. The resulting number becomes the ultimate goal of the agency.

There are two options of determining availability:

Option 1

This option allows state entities to develop final availability percents (FAP's) by using external workforce data supplied by DHR. The statistical data is supplied by region, affirmative action groups and EEO job categories.

Option 2

Option 2 allows state entities to develop the final availability percents (FAP's) by using statistical data and workforce information obtained through independent sources. The use of option 2 allows the state entities to calculate for very technical and/or specific job titles where the applicant pool for affirmative action groups may be far less due to education and/or experience needed.

State entities that elect to use this option will be required to submit to DHR their analysis, source material and the procedures used in the development of their statistical data. The results will be reviewed and approved by DHR and must be consistent with the provisions of the Human Rights Act, DHR's Rules and Regulations, and these guidelines. Agencies utilizing this option must follow the same process outlined in pages 17 – 36.

NOTE: Option 1 is available on the agency website at www.state.il.us/dhr. Look for the Liaison Unit, under IDHR links. Option 2 is available from the DHR agency liaison.

FAP Worksheet

The final availability percent (FAP) process begins with completion of the FAP worksheet and continues with the final availability summary (FAS).

- I. Computation of the FAP is based upon a nine-factor weighted mathematical formula. The FAP worksheets (see pages 19 - 28) must be prepared for each DHR region (see pages 32 - 33), and each affirmative action group (African Americans, Hispanics, Females, Asians & Native Americans) and each EEO job category, when there are five (5) or more employees in that job category in the region in question.
- II. The worksheet contains the nine factors used for calculating FAP's. The statistics for factors 1, 2, 3, and 5 are provided by DHR for all agencies. Factors 4 and 7 are provided either by DHR (option 1) or by the state entity (option 2).
 - Factor 1 - population in Illinois
 - Factor 2 - unemployed in the region
 - Factor 3 - employed in the region
 - Factor 4 - those having requisite skills in the region
 - Factor 5 - those having requisite skills in state government
 - Factor 7 - those acquiring requisite skills at institutions in the region

Statistics for the following three internal workforce factors are supplied by all state entities:

- Factor 6 - promotable persons {in job categories indicated in the promotable list (DHR-4) [see page 30] or the promotable list revised by the agency}
- Factor 8 - trainable persons (includes employees participating in internal training or tuition reimbursement programs)
- Factor 9 -transferable persons **(Optional)**

The worksheet has six columns that are identified below:

- Column A - the grand total
- Column B - the affirmative action group
- Column C - Percentage of the grand total
- Column D - Value weight (DHR-6) [see page 31], a percentage assigned by the agency that reflects the relevance and the importance of the particular factor in the selection process based on available resources. This determination should be based upon employment practices.
- Column E - The weighted factor is the number arrived at by multiplying column C by column D. The sum of the figures in column E is the final availability percentage (FAP).
- Column F - Source of statistics

Calculating FAP's

The FAP is arrived at by performing the calculations steps indicated below. To complete the FAP worksheet an EEO Officer will need the following:

1. Workforce analysis (DHR-9).
 2. Six (6) factor promotable chart (DHR-4).
 3. Value weight chart (DHR-6).
-
- I. Enter the number for factors 6, 8 and 9. These numbers come from your Workforce analysis form and your six factor promotable chart. Both forms are used to determine the number that would be inserted in column A and B on the FAP sheet. The percentage that is inserted in column C is determined by the following formula: $B \div A = C$.
 - II. Enter the value weights in column D; these percents come from your value weight chart. The factors that are more frequently utilized as a source for recruiting should be assigned a higher value weight; while those factors used infrequently should be assigned lower value weights. The value weight is a percentage and the sum of the value weights must total 100%. When assigning value weights, the EEO officer must remember the following:
 - a. When column B or C for a given factor is zero; the value weight must also be zero.
 - b. When a value weight is zero in a particular factor, the other value weights must be adjusted because the total must equal 100%.
 - c. The value weight for each factor should be identical for each affirmative action group within an EEO job category, except where there is a zero factor.
 - III. For column E, these percents for factors 1 through 9 are arrived at by the following calculation formula: $(C \times D = E)$. The total of column E equals your final availability percent (FAP). The FAP is then multiplied by 80%, pursuant to the Human Rights Act, section 2-105 (B) (3) (b).

NOTE: The process continues on page 34.

AGENCY:
 Category: Officials/Managers
 Option: 1

Final Availability Percent
 Worksheet

Affirmative Action Group: AFRICAN
 Region: 1 AMERICANS
 Facility:

EXAMPLE - OPTION 1

FACTORS	A Grand Total #	B Minority Group #	C Percentage Total %	D Value Weight %	E Weighted Factor %	Source of Statistics
1. Population in Illinois	12,600,620	1,920,014	15.2%		0.00	U. S. Census Bureau
2. Unemployed in region	287,188	103,894	36.2%		0.00	IL Department of Employment Security
3. Total employed in region	3,900,294	571,670	14.7%		0.00	IL Department of Employment Security
4. Those having requisite skills in the region	618,175	61,680	10.0%		0.00	U. S. Census Bureau
5. Those having requisite skills in the region in state government	2,286	723	31.6%		0.00	3rd Quarter Report (DHR-9Q) from all state agencies.
6. Those promotable within region			0.0%		0.00	
7. Those acquiring requisite skills at institutions in the region	58,279	6,911	11.9%		0.00	IL Board of Higher Education, Data Book on IL Higher Education
8. Those persons in the region whom the agency can train			0.0%		0.00	
9. *Those transferable from other facilities in region			0.0%		0.00	
				0	0.00	Final Availability Percent

NOTE: If any value is less than or greater than DHR parameters, please explain:

*Optional.

AGENCY:
 Category: Officials/Managers
 Option: 1

Final Availability Percent
 Worksheet

Affirmative Action Group: HISPANICS
 Region: 1
 Facility:

EXAMPLE - OPTION 1

FACTORS	A Grand Total #	B Minority Group #	C Percentage Total %	D Value Weight %	E Weighted Factor %	Source of Statistics
1. Population in Illinois	12,600,620	1,681,402	13.3%		0.00	U. S. Census Bureau
2. Unemployed in region	287,188	57,469	20.0%		0.00	IL Department of Employment Security
3. Total employed in region	3,900,294	569,936	14.6%		0.00	IL Department of Employment Security
4. Those having requisite skills in the region	618,175	36,688	5.9%		0.00	U. S. Census Bureau
5. Those having requisite skills in the region in state government	2,286	198	8.7%		0.00	3rd Quarter Report (DHR-9Q) from all state agencies.
6. Those promotable within region			0.0%		0.00	
7. Those acquiring requisite skills at institutions in the region	58,279	4,653	8.0%		0.00	IL Board of Higher Education, Data Book on IL Higher Education
8. Those persons in the region whom the agency can train			0.0%		0.00	
9. *Those transferable from other facilities in region			0.0%		0.00	
				0	0.00	Final Availability Percent

NOTE: If any value is less than or greater than DHR parameters, please explain:

*Optional.

AGENCY:
 Category: Officials/Managers
 Option: 1

Final Availability Percent
 Worksheet

Affirmative Action Group: WOMEN
 Region: 1
 Facility:

EXAMPLE - OPTION 1

FACTORS	A Grand Total #	B Minority Group #	C Percentage Total %	D Value Weight %	E Weighted Factor %	Source of Statistics
	-----	-----	-----	-----	-----	-----
1. Population in Illinois	12,600,620	6,423,314	51.0%		0.00	U. S. Census Bureau
2. Unemployed in region	287,188	131,638	45.8%		0.00	IL Department of Employment Security
3. Total employed in region	3,900,294	1,819,999	46.7%		0.00	IL Department of Employment Security
4. Those having requisite skills in the region	618,175	244,044	39.5%		0.00	U. S. Census Bureau
5. Those having requisite skills in the region in state government	2,286	1,146	50.1%		0.00	3rd Quarter Report (DHR-9Q) from all state agencies.
6. Those promotable within region			0.0%		0.00	
7. Those acquiring requisite skills at institutions in the region	58,279	35,261	60.5%		0.00	IL Board of Higher Education, Data Book on IL Higher Education
8. Those persons in the region whom the agency can train			0.0%		0.00	
9. *Those transferable from other facilities in region			0.0%		0.00	
				-----	-----	
				0	0.00	Final Availability Percent

NOTE: If any value is less than or greater than DHR parameters, please explain:

*Optional.

AGENCY:
 Category: Officials/Managers
 Option: 1

Final Availability Percent
 Worksheet

Affirmative Action Group: ASIANS
 Region: 1
 Facility:

EXAMPLE - OPTION 1

FACTORS	A Grand Total #	B Minority Group #	C Percentage Total %	D Value Weight %	E Weighted Factor %	Source of Statistics
	-----	-----	-----	-----	-----	-----
1. Population in Illinois	12,600,620	489,339	3.9%		0.00	U. S. Census Bureau
2. Unemployed in region	287,188	10,823	3.8%		0.00	IL Department of Employment Security
3. Total employed in region	3,900,294	199,201	5.1%		0.00	IL Department of Employment Security
4. Those having requisite skills in the region	618,175	26,469	4.3%		0.00	Census Data Information U. S. Census Bureau
5. Those having requisite skills in the region in state government	2,286	103	4.5%		0.00	3rd Quarter Report (DHR-9Q) from all state agencies.
6. Those promotable within region			0.0%		0.00	
7. Those acquiring requisite skills at institutions in the region	58,279	5,281	9.1%		0.00	IL Board of Higher Education, Data Book on IL Higher Education
8. Those persons in the region whom the agency can train			0.0%		0.00	
9. *Those transferable from other facilities in region			0.0%		0.00	
				-----	-----	
				0	0.00	Final Availability Percent

NOTE: If any value is less than or greater than DHR parameters, please explain:

*Optional.

AGENCY:
 Category: Officials/Managers
 Option: 1

Final Availability Percent
 Worksheet

Affirmative Action Group: NATIVE
 Region: 1 AMERICANS
 Facility:

EXAMPLE - OPTION 1

FACTORS	A Grand Total #	B Minority Group #	C Percentage Total %	D Value Weight %	E Weighted Factor %	Source of Statistics
	-----	-----	-----	-----	-----	-----
1. Population in Illinois	12,600,620	38,815	0.3%		0.00	U. S. Census Bureau
2. Unemployed in region	287,188	1,178	0.4%		0.00	IL Department of Employment Security
3. Total employed in region	3,900,294	8,797	0.2%		0.00	IL Department of Employment Security
4. Those having requisite skills in the region	618,175	652	0.1%		0.00	U. S. Census Bureau
5. Those having requisite skills in the region in state government	2,286	5	0.2%		0.00	3rd Quarter Report (DHR-9Q) from all state agencies.
6. Those promotable within region			0.0%		0.00	
7. Those acquiring requisite skills at institutions in the region	58,279	169	0.3%		0.00	IL Board of Higher Education, Data Book on IL Higher Education
8. Those persons in the region whom the agency can train			0.0%		0.00	
9. *Those transferable from other facilities in region			0.0%		0.00	
				-----	-----	
				0	0.00	Final Availability Percent

NOTE: If any value is less than or greater than DHR parameters, please explain:

*Optional.

AGENCY:
 Category: Officials/Managers
 Option: 2

Final Availability Percent
 Worksheet

Affirmative Action Group: AFRICAN
 Region: 1 AMERICANS
 Facility:

EXAMPLE - OPTION 2

FACTORS	A Grand Total #	B Minority Group #	C Percentage Total %	D Value Weight %	E Weighted Factor %	Source of Statistics
	-----	-----	-----	-----	-----	-----
1. Population in Illinois	12,600,620	1,920,014	15.2%		0.00	U. S. Census Bureau
2. Unemployed in region	287,188	103,894	36.2%		0.00	IL Department of Employment Security
3. Total employed in region	3,900,294	517,639	13.3%		0.00	IL Department of Employment Security
4. Those having requisite skills in the region			0.0%		0.00	U. S. Census Bureau
5. Those having requisite skills in the region in state government	2,286	723	31.6%		0.00	3rd Quarter Report (DHR-9Q) from all state agencies.
6. Those promotable within region			0.0%		0.00	
7. Those acquiring requisite skills at institutions in the region			0.0%		0.00	IL Board of Higher Education, Data Book on IL Higher Education
8. Those persons in the region whom the agency can train			0.0%		0.00	
9. *Those transferable from other facilities in region			0.0%		0.00	
				-----	-----	
				0	0.00	Final Availability Percent

NOTE: If any value is less than or greater than DHR parameters, please explain:
 *Optional.

AGENCY:
 Category: Officials/Managers
 Option: 2

Final Availability Percent
 Worksheet

Affirmative Action Group: HISPANICS
 Region: 1
 Facility:

EXAMPLE - OPTION 2

FACTORS	A Grand Total #	B Minority Group #	C Percentage Total %	D Value Weight %	E Weighted Factor %	Source of Statistics
	-----	-----	-----	-----	-----	-----
1. Population in Illinois	12,600,620	1,681,402	13.3%		0.00	U. S. Census Bureau
2. Unemployed in region	287,188	57,469	20.0%		0.00	IL Department of Employment Security
3. Total employed in region	3,900,294	569,936	14.6%		0.00	IL Department of Employment Security
4. Those having requisite skills in the region			0.0%		0.00	U. S. Census Bureau
5. Those having requisite skills in the region in state government	2,286	198	8.7%		0.00	3rd Quarter Report (DHR-9Q) from all state agencies.
6. Those promotable within region			0.0%		0.00	
7. Those acquiring requisite skills at institutions in the region			0.0%		0.00	IL Board of Higher Education, Data Book on IL Higher Education
8. Those persons in the region whom the agency can train			0.0%		0.00	
9. *Those transferable from other facilities in region			0.0%		0.00	
				-----	-----	
				0	0.00	Final Availability Percent

NOTE: If any value is less than or greater than DHR parameters, please explain:
 *Optional.

AGENCY:
 Category: Officials/Managers
 Option: 2

Final Availability Percent
 Worksheet

Affirmative Action Group: WOMEN
 Region: 1
 Facility

EXAMPLE - OPTION 2

FACTORS	A Grand Total #	B Minority Group #	C Percentage Total %	D Value Weight %	E Weighted Factor %	Source of Statistics
	-----	-----	-----	-----	-----	-----
1. Population in Illinois	12,600,620	6,423,314	51.0%		0.00	U. S. Census Bureau
2. Unemployed in region	287,188	131,638	45.8%		0.00	IL Department of Employment Security
3. Total employed in region	3,900,294	1,819,999	46.7%		0.00	IL Department of Employment Security
4. Those having requisite skills in the region			0.0%		0.00	U. S. Census Bureau
5. Those having requisite skills in the region in state government	2,286	1,146	50.1%		0.00	3rd Quarter Report (DHR-9Q) from all state agencies.
6. Those promotable within region			0.0%		0.00	
7. Those acquiring requisite skills at institutions in the region			0.0%		0.00	IL Board of Higher Education, Data Book on IL Higher Education
8. Those persons in the region whom the agency can train			0.0%		0.00	
9. *Those transferable from other facilities in region			0.0%		0.00	
				-----	-----	
				0	0.00	Final Availability Percent

NOTE: If any value is less than or greater than DHR parameters, please explain:
 *Optional.

AGENCY:
 Category: Officials/Managers
 Option: 2

Final Availability Percent
 Worksheet

Affirmative Action Group: ASIANS
 Region: 1
 Facility:

EXAMPLE - OPTION 2

FACTORS	A Grand Total #	B Minority Group #	C Percentage Total %	D Value Weight %	E Weighted Factor %	Source of Statistics
	-----	-----	-----	-----	-----	-----
1. Population in Illinois	12,600,620	489,339	3.9%		0.00	U. S. Census Bureau
2. Unemployed in region	287,188	10,823	3.8%		0.00	IL Department of Employment Security
3. Total employed in region	3,900,294	199,201	5.1%		0.00	IL Department of Employment Security
4. Those having requisite skills in the region			0.0%		0.00	U. S. Census Bureau
5. Those having requisite skills in the region in state government	2,286	103	4.5%		0.00	3rd Quarter Report (DHR-9Q) from all state agencies.
6. Those promotable within region			0.0%		0.00	
7. Those acquiring requisite skills at institutions in the region			0.0%		0.00	IL Board of Higher Education, Data Book on IL Higher Education
8. Those persons in the region whom the agency can train			0.0%		0.00	
9. *Those transferable from other facilities in region			0.0%		0.00	
				-----	-----	
				0	0.00	Final Availability Percent

NOTE: If any value is less than or greater than DHR parameters, please explain:
 *Optional.

AGENCY:
 Category: Officials/Managers
 Option: 2

Final Availability Percent
 Worksheet

Affirmative Action Group: NATIVE
 Region: 1 AMERICANS
 Facility:

EXAMPLE - OPTION 2

FACTORS	A Grand Total #	B Minority Group #	C Percentage Total %	D Value Weight %	E Weighted Factor %	Source of Statistics
1. Population in Illinois	12,600,620	38,815	0.3%		0.00	U. S. Census Bureau
2. Unemployed in region	287,188	1,178	0.4%		0.00	IL Department of Employment Security
3. Total employed in region	3,900,294	8,797	0.2%		0.00	IL Department of Employment Security
4. Those having requisite skills in the region			0.0%		0.00	U. S. Census Bureau
5. Those having requisite skills in the region in state government	2,286	5	0.2%		0.00	3rd Quarter Report (DHR-9Q) from all state agencies.
6. Those promotable within region			0.0%		0.00	
7. Those acquiring requisite skills at institutions in the region			0.0%		0.00	IL Board of Higher Education, Data Book on IL Higher Education
8. Those persons in the region whom the agency can train			0.0%		0.00	
9. *Those transferable from other facilities in region			0.0%		0.00	
				0	0.00	Final Availability Percent

NOTE: If any value is less than or greater than DHR parameters, please explain:

*Optional.

SUMMARY OF WORKFORCE ANALYSIS BY REGION

Agency:

Reporting Period:

Region:

		_____ MALES _____								_____ FEMALES _____								_____ PERCENTAGES _____							
EEO Category	Grand Total	Total	W	AA	H	A	NA	D	Total	W	AA	H	A	NA	D	M	F	W	AA	H	A	NA	D		
Officials/ Managers																									
Professionals																									
Technicians																									
Protective Service																									
Para- professionals																									
Office/ Clerical																									
Skilled Craft																									
Service/ Maintenance																									
TOTAL																									

Grand Total Employees for Region:		Males:	Females:	Total Minorities:	
White:	Afr Am:	Hispanic:	Asian:	Nat Am:	Disabled:

W=White AA=African American H=Hispanic A=Asian NA=Native American D=Disable

EXAMPLE PROMOTABLE CATEGORIES CHART

Note: This list can be revised according to your agency's promoting practices.

FACTOR 6 - PROMOTABLE CATEGORIES

Officials/Managers

Professionals

Technicians

Professionals

Technicians

Protective Service

Paraprofessionals

Technicians

Protective Service

Paraprofessionals

Protective Service

Paraprofessionals

Office/Clerical

Office/Clerical

Skilled Craft

Service/Maintenance

Value Weight Assignment Chart

Factors	Occupational Category							
	Officials/ Managers	Professionals	Technicians	Protective Service	Para- professionals	Office/ Clerical	Skilled Craft	Service/ Maintenance
1. Population	1 - 3	1 - 3	1 - 5	1 - 5	1 - 5	1 - 5	1 - 5	1 - 10
2. Unemployed in the region	1 - 3	1 - 3	2 - 10	15 - 35	2 - 10	2 - 10	1 - 5	15 - 35
3. Employed in the region	5 - 15	1 - 15	5 - 15	15 - 35	5 - 15	5 - 15	2 - 10	20 - 40
4. Requisite skill in the region	15 - 30	15 - 30	15 - 30	5 - 15	10 - 25	5 - 15	20 - 40	2 - 10
5. Requisite skill in state government	5 - 35	15 - 35	15 - 35	10 - 30	15 - 35	15 - 35	5 - 30	5 - 15
6. Promotable persons in region	20 - 40	20 - 40	20 - 40	10 - 30	20 - 40	15 - 35	5 - 15	2 - 10
7. Educational Institutions	5 - 10	10 - 20	10 - 30	5 - 15	10 - 20	20 - 40	15 - 35	2 - 10
8. Internal Training	1 - 5	1 - 5	1 - 5	1 - 5	1 - 5	1 - 5	1 - 5	1 - 5
9. Transferable persons in region	20 - 40	20 - 40	20 - 40	10 - 30	20 - 40	15 - 35	5 - 15	2 - 10

Note:

1. Value weights illustrated must equal 100%.
2. Remember that the value weight assignment depends on the mode of entry into the job group.
3. Remember when zero occurs in a factor, the other factor value weights may need to be readjusted.

Illinois Department of Human Rights State Regional Map



Illinois Counties by Region

REGION 1

Cook
DuPage
Grundy
Kane
Kendall
Lake
McHenry
Will

REGION 2

Boone
Carroll
DeKalb
Jo Daviess
Lee
Ogle
Stephenson
Whiteside
Winnebago

REGION 3

Bureau
Henderson
Henry
Knox
Mercer
Rock Island
Stark
Warren

REGION 4

Fulton
Mason
Peoria
Tazewell
Woodford

REGION 5

Kankakee
LaSalle
Livingston
Marshall
McLean
Putnam

REGION 6

Champaign
Douglas
Ford
Iroquois
Vermilion

REGION 7

Christian
DeWitt
Logan
Macon
Macoupin
Menard
Montgomery
Piatt
Sangamon

REGION 8

Adams
Brown
Calhoun
Cass
Greene
Hancock
Jersey
McDonough
Morgan
Pike
Schuyler
Scott

REGION 9

Bond
Clinton
Madison
Monroe
St. Clair
Washington

REGION 10

Clark
Clay
Coles
Crawford
Cumberland
Edgar
Effingham
Fayette
Jasper
Lawrence
Marion
Moultrie
Richland
Shelby

REGION 11

Alexander	Perry
Edwards	Pope
Franklin	Pulaski
Gallatin	Randolph
Hamilton	Saline
Hardin	Union
Jackson	Wabash
Jefferson	Wayne
Johnson	White
Massac	Williamson

Calculating Agency Underutilization

The determination of whether an agency is underutilized in any affirmative action group is made by performing the following steps on the final availability summary sheet [FAS] (DHR-8).

1. Enter the agency name, affirmative action group, region and facility on the final availability summary (DHR-8).
2. Using the figures from the workforce analysis form DHR-9:
 - a. Indicate present number of employees. However, do not calculate utilization for categories that have less than five employees because the numbers are too small to yield statistical reliability.
 - b. Number of affirmative action group members already employed.
3. Enter the final availability percentage (FAP) line 2, which comes from the FAP worksheet (DHR-5) for the appropriate affirmative action group.
4. Multiply the present number of employees by the FAP and enter the result in the number needed for parity (line 3). If the result includes a fraction, round down to the closest whole number.
5. Subtract the number of affirmative action group members already employed (line 4) from number needed for parity (line 3). If the number of affirmative action group members already employed is greater than the number needed for parity, parity has been achieved and a "P" for parity, should be entered in line 5. If the result is a negative number, underutilization exists for the affirmative action group and job category. This number represents additional persons needed in the category to eliminate regional underutilization.

NOTE: This form calculates by itself when the final availability percent worksheet and the summary workforce analysis information have been entered into the computer.

Underutilization Summary by Region

Enter the underutilization figures on the underutilization summary form by department region (DHR-11), which comes from the final availability summary (DHR-8) form(s).

Final Availability Summary

Agency:

Region:

Affirmative Action Group:

Facility:

	Officials/ Managers	Professionals	Technicians	Protective Service	Para- professionals	Office/ Clerical	Skilled Craft	Service/ Maintenance
Present Number of Employees								
Final Availability Percentage (FAP)								
Number Needed for Parity								
Number of Affirmative Action Group Members Already Employed								
Underutilization/Parity								

Underutilization Summary by Region

Name of Agency: _____

Fiscal Year: _____

Region	Officials and Managers					Professionals					Technicians					Protective Service Workers				
	AA	H	F	A	NA	AA	H	F	A	NA	AA	H	F	A	NA	AA	H	F	A	NA
1																				
2																				
3																				
4																				
5																				
6																				
7																				
8																				
9																				
10																				
11																				
Total																				

Region	Paraprofessionals					Office and Clerical					Skilled Craft Workers					Service-Maintenance				
	AA	H	F	A	NA	AA	H	F	A	NA	AA	H	F	A	NA	AA	H	F	A	NA
1																				
2																				
3																				
4																				
5																				
6																				
7																				
8																				
9																				
10																				
11																				
Total																				

Total underutilization for African Americans: _____

Total underutilization for Hispanics: _____

Total underutilization for Females: _____

Total underutilization for Asians: _____

Total underutilization for Native Americans: _____

Total Underutilization: _____

Note: If no calculations are necessary in any region where the agency does not have a facility or because there are less than five employees in the EEO category in that region, leave that box blank.

AA = African American H = Hispanic F = Female A = Asian NA = Native American DHR-11 AAP (Rev 12-03)

SECTION THREE

DEVELOPING GOALS AND TIMETABLES

When the final availability analysis results in a determination that affirmative action groups are being underutilized, specific numerical goals must be established.

Program goals must be developed in conjunction with the agencies internal and external workforce analysis, as well as any other additional needs.

The following items should be noted in developing a format for goals and timetables:

- The area to be addressed reflects numerical or program concern(s).
- The goal is a broad category, which describes the area to be addressed.
- The objective delineates the specific intention.
- The action items outline in detail which steps are going to be taken to achieve the objective.
- The assignment of responsibility names the individual(s) who is (are) held accountable to the chief executive officer for carrying out the action item.
- The target date for completion is the date that this action item should be completed.
- The monitoring procedure outlines the procedure, whereby; a review is made to determine whether or not the objective is being met per the target date.

NUMERICAL GOALS

EXAMPLE

I. AREA TO BE ADDRESSED

Underutilization of 1 African American and 1 Female Officials/Managers in Region 1.

GOAL:

Eliminate underutilization of 1 African American and 1 Female in Region 1.

OBJECTIVE:

As vacancies occur, hire/promote 1 African-American and 1 Female.

	<u>Action Item</u>	<u>Assignment of Responsibility</u>	<u>Completion Target Date</u>	<u>Monitoring Procedure</u>
1.	Notify relevant recruitment sources of potential vacancies for referrals of qualified applicants	EEO Officer HR Director	Quarterly	Reviewed by DHR
2.	Employ 1 African American Administrator	Appropriate Interviewing Officer	M/D/Y	Review of hires/ promotions by EEO Officer
3.	Employ 1 Female Administrator	Appropriate Interviewing Officer	M/D/Y	Review of hires/ promotions by EEO Officer

II. AREA TO BE ADDRESSED:

Underutilization of 1 African American Professional in Region 2.

GOAL:

Eliminate underutilization of 1 African American in Region 2.

OBJECTIVE:

As vacancies occur, hire/promote 1 African American.

	<u>Action Item</u>	<u>Assignment of Responsibility</u>	<u>Completion Target Date</u>	<u>Monitoring Procedure</u>
1.	Notify recruitment sources of potential vacancies	EEO Officer HR Director	Quarterly	Reviewed by DHR
2.	Employ 1 African American Professional	Appropriate Interviewing Officer	M/D/Y	Review of promotions by EEO Officer

PROGRAM GOAL

EXAMPLE

AREA TO BE ADDRESSED:

The Agency experienced a 100% increase in the number of sexual harassment charges filed.

GOAL:

To ensure that employees know the definition of sexual harassment as well as ensure supervisors and managers know their responsibilities in regards to sexual harassment prevention.

OBJECTIVE:

To provide training for employees concerning their rights and supervisors/managers their responsibilities regarding sexual harassment.

	<u>Action Item</u>	<u>Assignment of Responsibility</u>	<u>Completion Target Date</u>	<u>Monitoring Procedure</u>
1.	Purchase sexual harassment video	EEO/AA Officer Training Manager	Quarterly	Purchase
2.	Schedule meeting between agency General Counsel, Training Division and Personnel to discuss training module	EEO/AA Officer Training Manager Personnel Director	M/D/Y	Memo about meeting
3.	Schedule brown-bag lunch program to show video (attendance voluntary)	EEO/AA Officer Training Manager Personnel Director	M/D/Y	Announcement about program
4.	Present training for supervisors / managers	General Counsel Training Manager	M/D/Y	Training agenda
5.	Schedule dates for all employees	EEO/AA Officer Personnel Director	On-going	Memo regarding availability

SECTION FOUR

EMPLOYMENT DISCRIMINATION INTERNAL COMPLAINT PROCESS

State entities must make available to their employees a complaint process which addresses any complaint which the employee feels is a civil rights violation on, including but not limited to, the following bases: race, color, religion, sex, sexual orientation, sexual harassment, national origin/ancestry, citizenship status, age, marital status, disability, arrest record, unfavorable discharge from military service, military status, including veteran status for the action taken. This action may involve: refusal to hire, promote or reinstate; selection for training or apprenticeship; layoff or discharge; disciplinary measures; unequal wages, privileges or conditions of employment. The complaint process should be described in detail, in this section of the affirmative action plan.

Elements should include but not be limited to:

1. How the complaint should be filed and with whom;
2. Time restrictions for each step of the procedure, which should be consistent with agency practices, such as filing, acceptance, investigation, findings and decision of the Chief Executive Officer;
3. How the findings of the investigation will be relayed to the employee, i.e. written report by the Chief Executive Officer;
4. If, when and how the completed investigation file will be made available to the employee.

This section should also state that employees are to be advised of their right to file a charge with the Department of Human Rights (DHR), the U.S. Equal Employment Opportunity Commission (EEOC), or any other appropriate government agency.

Refer to the Rules and Regulations of the Department of Human Rights, Section 2520.790 (a) & (b), for mandates regarding the involvement of the agency EEO Officer in processing complaints of internal or external employment discrimination.

EQUAL EMPLOYMENT OPPORTUNITY COMPLAINT INVESTIGATION PROCEDURE

A. Policy

The agency affirms its commitment to a policy of equal employment opportunity through the implementation of an EEO complaint investigation procedure to promote the internal resolution of employee complaints of alleged discrimination. It is the conviction of the agency that the establishment of this EEO complaint investigation procedure shall provide an internal avenue of redress to informally resolve complaints of alleged discrimination at the lowest organizational level, reducing the backlog, delay, and expense of a prolonged formal investigation.

To that end, the EEO/AA Officer shall advise and support management in the investigation of complaints, documentation of facts, the presentation of findings, and recommendations to resolve the dispute.

The use of this internal EEO complaint investigation procedure does not preclude the rights of an employee to file a charge directly with the state (DHR) or the federal government (EEOC) or any other appropriate government agency. The filing of any complaint of alleged discrimination may not be used as a basis for future retaliation adversely affecting the rights of any employee.

B. Procedures

The discrimination complaint form (attached) shall be used to clearly record the date, nature, and other pertinent information of the complaint of alleged discrimination submitted to the EEO/AA Officer for investigation.

1. Scope and Timeliness

Unless of a continuing nature, all complaints must be received by the EEO/AA Officer in writing, within a **designated timeframe**, consistent with agency practice. The scope of the investigation shall be restricted to the specific allegations cited in the charge.

2. Intake-Screening

Immediately upon receipt of the discrimination complaint form, the EEO/AA Officer shall review the form to determine the initial timeliness, validity and thoroughness of the information submitted in the complaint.

The EEO/AA Officer shall inform the employee in writing of the acceptance of the complaint for investigation within a **designated timeframe** consistent with agency practice. The complainant shall be promptly notified if further information or documentation is required to support the charge.

3. Investigation

Within a **designated timeframe** consistent with the agency practice, the EEO/AA Officer shall initiate a thorough investigation of the allegation(s) of discrimination cited in the complaint. In order to document the merits of the charge, the investigation shall entail the verification of information with the immediate supervisors, staff and witnesses to the alleged discriminatory employment practice. The investigation shall be concluded within a **designated timeframe** after acceptance of the complaint.

4. Withdrawal of the Complaint

The complaint, or any part of the allegation, may be withdrawn during the investigation upon a written request for withdrawal by the complainant.

5. Settlement During Investigation

If a settlement is reached an agreement shall be obtained in writing with the approval of management before the complaint shall be considered closed.

6. Dismissal of the Complaint

After an analysis of the complaint, if there is a lack of substantial evidence to indicate that discrimination has occurred, the complainant shall be notified of the findings in writing and informed of the right to appeal within a **designated timeframe**.

7. Investigation Findings

At the conclusion of the investigation, if substantial evidence that discrimination may have occurred, the EEO/AA Officer shall submit a written notice to the CEO with the findings and recommendations to resolve the complaint. Within a **designated timeframe**, a conciliation meeting shall be initiated and the EEO/AA Officer shall participate to seek an equitable resolution of the complaint.

C. Conciliation Efforts

The EEO/AA Officer shall conduct and coordinate conciliation efforts by conferring with the parties in an attempt to secure a settlement. A conciliation conference may be convened, which all parties may attend in person or by representative, to propose, discuss, and agree to a resolution of the complaint.

If the complaint cannot be satisfactorily resolved at this level within a **designated timeframe**, the EEO/AA Officer shall document the efforts made to resolve the complaint and shall provide a written explanation of the reasons why the complaint was not able to be resolved.

The findings, conciliation efforts, and proposed settlement shall be forwarded to the CEO for the final review, approval or other determination. The CEO shall make known to the EEO/AA Officer the official position of the agency within a **designated timeframe** of receipt of the EEO/AA Officer's written report.

The employee has the right to file with the Illinois Department of Human Rights (IDHR) or with the Equal Employment Opportunity Commission (EEOC) or any other appropriate government agency. The EEO Officer shall represent the agency in responding to any charges.

Illinois Department of Human Rights
James R. Thompson Center
100 West Randolph Street, Suite 10-100
Chicago, Illinois 60601
312-814-6200
TTY 217-785-5125

Illinois Department of Human Rights
222 South College, Room 101A
Springfield, Illinois 62704
217-785-5100
TTY 217-785-5125

Illinois Department of Human Rights
Marion Regional Office Building
2309 W. Main Street, Suite 112
Marion, Illinois 62959
618-993-7463

Equal Employment Opportunity Commission
500 West Madison Street, Suite 2000
Chicago, Illinois 60661
800-669-4000
TTY 800-669-6820

Equal Employment Opportunity Commission
1222 Spruce Street, Room 8-100
St. Louis, Missouri 63103
800-669-4000
TTY 800-669-6820

Discrimination Complaint Form

EXAMPLE

To: Agency EEO/AA Officer

Name of Agency _____

1. Name _____ Telephone _____

Home Address _____

2. Are you currently employed by the agency? Yes _____ No _____

3. Indicate your present job title, status, work unit, address, telephone number and length of service in your current title:

Job Title	Status	Unit
Location	Phone Number	Length of Service in Classification

4. Date of the alleged discriminatory practice: _____

5. Basis of the alleged discriminatory practice:

☐ Race
☐ Color
☐ Sex
☐ Religion
☐ Age
☐ Disability

☐ National Origin
☐ Ancestry
☐ Marital Status
☐ Military Status

☐ Retaliation
☐ Sexual Orientation
☐ Other _____

6. The discrimination occurred in connection with:

☐ Interview
☐ Hiring Selection
☐ Promotion
☐ Disciplinary Action

☐ Compensation
☐ Transfer
☐ Lay Off
☐ Training Opportunity

Other (specify) _____

7. The facts of the alleged discriminatory employment practice are:

(Continue on additional sheets, if necessary)

8. Name(s), Title(s), Work Location(s) and Telephone Number(s) who you believe discriminated against you.

Name	Title	Location	Phone Number
Name	Title	Location	Phone Number

9. Please supply evidence to document the basis for the disciplinary practice you are claiming, as indicated in your response to number five of the form.

I have attached supporting evidence: Yes _____ No _____ If yes, describe attachments:

(Continue on additional sheets, if necessary)

10. Have you made an effort to resolve the discrimination through your supervisors, the grievance procedure or with any public or private organization? Yes _____ No _____

If yes, please explain indicating the outcome of the efforts:

(Continue on additional sheets, if necessary)

COMPLAINANT'S SIGNATURE AND DATE FILED
DHR-21 (Rev 2-05)

EEO/AA OFFICER'S SIGNATURE AND DATE RECEIVED

SECTION FIVE

AFFIRMATIVE ACTION FOR EMPLOYING PEOPLE WITH DISABILITIES

This section of the affirmative action plan concerns people with disabilities. Although the plan as a whole covers all affirmative action groups, this part addresses policies and practices that are only applicable to people with disabilities.

To complete this section the agency EEO/AA Officer must first conduct an analysis to determine whether people with disabilities are employed in number consistent with their representation in the labor force.

The labor force analysis for people with disabilities form (DHR-34-AAP) is used to conduct this analysis:

- ⇒ The total number of employees should be entered on line 1.
- ⇒ The percent of people with disabilities in Illinois is provided by DHR on line 2.
- ⇒ For line three, labor force number, the total employees are multiplied by people with disabilities in the Illinois labor force as provided by the Department of Human Rights.
- ⇒ The labor force number is compared to the number of employees with disabilities in the agency. The number of employees with disabilities in the agency is subtracted from the labor force number. If a positive number results, the agency is underutilized by that many people with disabilities.
- ⇒ Pursuant to P.A. 96-0078, an agency with underutilization of people with disabilities shall develop and implement programs to increase the number of qualified employees with disabilities working in the State. The programs shall include provisions to increase the number of people with a disability hired for positions with specific job titles for which they have been assessed and awarded a passing grade. Code agencies must request the Successful Disability Opportunities list for vacancies when there is such a list. Non-Code agencies may contact the Department of Central Management Services Personnel, Career Counselor/Disabled Workers Coordinator for the names of people with disabilities who would be qualified for a given position.
- ⇒ Where the number of people with disabilities in the agency is equivalent to or greater than the labor force number, the agency is at parity and a "P" should be entered on the underutilization/parity line.

This section must also include the following components:

1. Reasonable Accommodation:
 - a. Reasonable accommodation policy.
 - b. Accommodation procedures / request forms (see pages 50 - 53).

This part of the plan must contain procedures adopted by the agency for accommodation requests.

2. **Physical Barriers:** Identify physical barriers present in any of the agency's facilities and explain how each barrier will be removed.

3. **Procedural Barriers**

In each of the following areas, compliance information should be set forth.

- a. **Pre-employment screening:** An agency must review its pre-employment inquiries and medical examination policies to determine whether they comply with the law. The plan should state that the agency's pre-employment process complies with the law.
- b. **Employment criteria and job description review:** Any employment criteria established by the agency to screen applicants should be reviewed before positions are filled to determine whether they would screen out applicants with disabilities. Employment criteria with a disparate impact on applicants with disabilities should be examined to determine if they are job-related. If such criteria are not job-related, they should be eliminated. Job descriptions should be reviewed before interviews are held to identify essential job duties. In determining whether an applicant is a qualified individual with a disability, the agency must assess his or her ability to perform essential job duties with reasonable accommodations. The plan should state that employment criteria and job descriptions used by the agency for a specific title will be reviewed prior to filling a vacancy in that title.
- c. **Employment testing:** For agencies conducting their own testing, a statement that the test does not have an adverse impact on people with disabilities. Also accommodation in testing should be provided upon request of the applicant. The plan should state whether the agency conducts its own pre-employment testing, and if it does, indicate that the agency will provide reasonable accommodation in conjunction with such testing.
- d. **Identification of ADA Coordinator:** The ADA Coordinator should be identified by name, title, address, telephone number, TTY number, and e-mail address.
- e. **Emergency evacuation procedures:** The plan should state that the agency uses a survey form to identify emergency evacuation needs of employees with disabilities. Once identified, these needs will be shared with appropriate safety personnel in the facility where the employee in question works, and the safety personnel will contact the employee to arrange for appropriate evacuation procedures.

Labor Force Analysis for People with Disabilities

Agency:

Fiscal Year:

Total Employees _____

Percent of People with Disabilities
In Illinois Labor Force as provided by IDHR

Labor Force Number _____

Number of Employees with
Disabilities in Agency _____

Underutilization or Parity _____

NOTE: This form is available on the agency website www.state.il.us/dhr.
Look for the Liaison Unit, under IDHR links. The form is in excel format and
will perform the mathematical computations automatically.

EXAMPLE

NOTE: Pursuant to P.A. 96-0078, an agency with underutilization of people with disabilities shall develop and implement programs to increase the number of qualified employees with disabilities working in the State. The programs shall include provisions to increase the number of people with a disability hired for positions with specific job titles for which they have been assessed and awarded a passing grade. Code agencies must request the Successful Disability Opportunities list for vacancies when there is such a list. Non-Code agencies may contact the Department of Central Management Services Personnel, Career Counselor/Disabled Workers Coordinator for the names of people with disabilities who would be qualified for a given position.

Numerical Goal for People with Disabilities

AREA TO BE ADDRESSED:

Underutilization of 2 people with disabilities.

GOAL:

Eliminate underutilization of 2 people with disabilities.

OBJECTIVES:

As vacancies occur, hire 2 people with disabilities.

	<u>Action Item</u>	<u>Assignment of Responsibility</u>	<u>Completion Target Date</u>	<u>Monitoring Procedure</u>
1.	Identify recruitment sources for people with disabilities	EEO/AA Officer HR Director	M/D/Y	Provide copy of list at quarterly DHR visit
2.	Send job vacancies to recruitment sources	EEO/AA Officer HR Director	Ongoing	Copies of transmittal letters for quarterly visit
3.	Hire 1 person with a disability	Relevant Supervisor	M/D/Y	Copy of survey form for quarterly review
4.	Hire 1 person with a disability	Relevant Supervisor	M/D/Y	Copy of survey form for quarterly review
5.	Evaluate recruitment sources for quality/quantity of referrals	EEO/AA Officer HR Director	M/D/Y	Memo summarizing evaluation for review at quarterly visit

EXAMPLE

REASONABLE ACCOMMODATION POLICY

In compliance with the U.S. Americans with Disabilities Act of 1990, as amended by the ADAAA of 2008, and the Illinois Human Rights Act, it is the policy of (Agency's Name) to reasonably accommodate the known physical or mental limitations of otherwise qualified applicants and employees with disabilities. (Agency's Name) recognizes the right of a qualified applicant or employee with a disability to request accommodation to ensure equal opportunity in the application process; to enable him or her to perform essential functions of a job; and to enable him or her to enjoy equal benefits and privileges of employment.

It is the responsibility of (Agency's Name) to provide accommodation to qualified applicants and employees with disabilities, when such accommodation does not pose an undue hardship to the operation of the agency's business.

The agency Equal Employment Opportunity Officer and the Americans with Disabilities Act Coordinator can provide further information about the agency's policy in this area.

Signature of Agency's Chief Executive Officer

Date



State of Illinois Reasonable Accommodation Request for Employees

Pursuant to the requirements of state and federal laws, a qualified individual with a disability has the right to request reasonable accommodation in conjunction with his or her employment. Reasonable accommodation means a modification to application procedure, access to the work site, and adjustment to the work process or work schedule that would enable a person with a disability to perform a particular job. Employers are not required to provide accommodations that would impose undue hardship on the operations of their programs. The procedures for accommodation request appear on the back of this form. Completed accommodation request forms should be submitted to the immediate supervisor, with a copy to the agency's EEO/AA Officer and/or the ADA Coordinator. The agency EEO/AA Officer and/or the ADA Coordinator can respond to questions about the accommodation process.

Name	Job Title	Division	Telephone Number
Functional Limitations			

SPECIFY TYPE OF ACCOMMODATION NEEDED AND PROVIDE A DETAILED DESCRIPTION OF THE ITEM REQUESTED – PLEASE BE SPECIFIC

- ☐ Purchase or modification of equipment or devices _____
- _____
- ☐ Job restructuring or task modification _____
- _____
- ☐ Provision of reader, sign language interpreter or personal assistant _____
- _____
- ☐ Structural modification to work site or facility _____
- _____
- ☐ Modification of work schedule or leave policy _____
- _____
- ☐ Modification of examinations, training materials or personal assistant _____
- _____
- ☐ Reassignment to vacant position _____
- _____
- ☐ Other _____
- _____

Narrative Explanation

Describe how your functional limitation interferes with performance of a particular duty or participation in an activity sponsored by the employer. Explain how the requested accommodation would be used to enhance job performance or would allow you to participate in an employer-sponsored activity. (Use additional sheets if necessary)

Employee's Signature	Date
----------------------	------

RAC Recommendation (RAC's initials _____)	<input type="checkbox"/> Grant <input type="checkbox"/> Deny	<input type="checkbox"/> Date _____ Return for _____
Chief Executive Officer's Final Action (CEO's initials _____)	<input type="checkbox"/> Grant <input type="checkbox"/> Deny	<input type="checkbox"/> Date _____ Return for _____
Remarks _____		

Accommodation Request Procedures for Employees

The following procedures should be followed in processing reasonable accommodation requests from employees. The agency EEO/AA Officer and/or the ADA Coordinator can provide guidance on the accommodation process.

1. The employee shall submit a completed reasonable accommodation request form to his or her immediate supervisor and give a copy of the form to the agency EEO/AA Officer and/or the ADA Coordinator. The employee should retain a copy of this information in his or her files.
2. Once received, the supervisor shall review the request form for completeness and, in consultation with the EEO/AA Officer and/or ADA Coordinator, determine whether medical documentation is needed to either establish the presence of a disability or determine an appropriate accommodation. If documentation is needed, the agency should narrowly tailor its request to the issues of whether the employee has a disability under the law and how he or she can be accommodated. The employee should be asked to complete a medical release form (also narrowly tailored), if the agency has additional questions upon review of the medical documentation. When necessary, the employee should be asked to provide documentation to address these issues.
3. Upon receipt of necessary documentation, the supervisor shall make a recommendation, in writing, to the Division Manager within five (5) working days.
4. The Division manager shall review the supervisor's recommendation and make a recommendation to the Reasonable Accommodation Committee (RAC) within five (5) working days of receipt of the supervisor's recommendation. The Division Manager shall forward his/her recommendation along with the original reasonable accommodation request form and all documentation to the agency's EEO/AA Officer and/or the ADA Coordinator.
5. The EEO/AA Officer and/or the ADA Coordinator shall convene a meeting of the Reasonable Accommodation Committee within ten (10) working days of receipt of the Division Manager's recommendation. The RAC shall review the accommodation request. Once the Committee's review is complete, the Committee's recommendation shall be submitted to the Director within five (5) working days of the Committee's review for the Director's approval or denial.
6. The Director shall review the RAC's recommendation and shall render a decision of denial or approval within five (5) working days of receipt from the RAC.
7. Provided that appropriate documentation has been submitted, the EEO/AA Officer and/or the ADA Coordinator shall inform the employee in writing of the agency's decision to grant or deny the request within thirty (30) working days of receipt of the completed request form and any necessary medical documentation. A copy of the response will also be sent to the supervisor.
8. If the Director approves the accommodation request, the agency shall take appropriate action to comply with the accommodation request. Approved accommodation requests shall be implemented as soon as possible. Please note that the agency may offer alternative suggestions providing an equally effective accommodation to remove the workplace barrier in question.
9. Reconsideration: If an employee wishes to ask the Director to reconsider a decision on a reasonable accommodation request, a written request shall be addressed to the Director within ten (10) working days of notification of the decision. The reconsideration request shall include the reasons that a reconsideration is being requested and, if appropriate, alternative suggestions for reasonable accommodation. After a complete review of the matter, a decision shall be made and the employee shall be notified. The Director's decision on this recommendation shall constitute the final internal action by the Department on the accommodation request.
10. An employee who has been denied accommodation has the right to file a complaint at the state level with the Illinois Department of Human Rights within 180 days of the denial of the request. An employee may also have the right to file a complaint with the U. S. Equal Employment Opportunity Commission (EEOC) within 300 days or any other appropriate government agency pursuant to their time frame.
11. The EEO/AA Officer and/or the ADA Coordinator shall document any action taken on a reasonable accommodation request where indicated on the request form and shall retain completed accommodation request forms one year following final action in the matter.



State of Illinois Reasonable Accommodation Request for Applicants

Pursuant to the requirements of state and federal laws, a qualified individual with a disability has the right to request reasonable accommodation in conjunction with his or her employment. Reasonable accommodation means a modification to application procedure, access to the work site, and adjustments to the work process or work schedule that would enable a person with a disability to perform a particular job. Employers are not required to provide accommodations that would impose undue hardship on the operations of their programs. The procedures for accommodation request appear on the back of this form. Completed accommodation request forms should be submitted to the interviewing officer. The agency EEO/AA Officer and/or the ADA Coordinator can respond to questions about the accommodation process.

Name:	Interviewing Agency:
Home Address:	
Telephone:	Functional Limitations:

Type of Accommodation Needed

- ☐ Sign Language Interpreter for the Employment Interview
- ☐ Reader Service
- ☐ Accessible Interviewing Site
- ☐ Re-formatting of Examinations for Learning Disabled Applicant
- ☐ Examination Markers for Applicants with Limited Manual Dexterity
- ☐ Other (indicate type of accommodation needed) _____

Narrative Explanation

Describe how your functional limitation interferes with a portion of the preemployment process, e.g., applying, testing or interviewing. Explain how the requested accommodation would be used to enable you to complete the application process. (Use additional sheet if necessary).

Applicant's Signature:	Date:
------------------------	-------

Agency Action

Interviewing Officer's Determination

☐

Grant

☐

Deny

Remarks (If denied, provide explanation) _____

Final Agency Approval

Signature:	Date:
------------	-------

Accommodation Request Procedures for Applicants

Qualified applicants and employees with disabilities have the right to request reasonable accommodation under the law. Applicants may request accommodation to any stage of the application process, including the employment application, examination procedure or interviewing process. Note that the Department of Central Management Services is responsible for accommodations to its testing procedures.

Once an individual with a disability has been hired, he or she has the right to request accommodation to the work site, work schedule or work process that would enable him or her to perform the job in question. Procedures for applicants to follow in making an accommodation request are listed below. The EEO/AA Officer and/or the ADA Coordinator can provide additional information about the accommodation process within their agencies.

Procedures:

1. Applicants may request accommodations to the application process orally or in writing (either through correspondence or the use of the accommodation request form for applicants). If the request is made orally or through written correspondence, the agency EEO/AA Officer and/or the ADA Coordinator will complete accommodation request forms in the matter for purposes of processing and documenting the request.
2. Applicants shall submit accommodation requests to the interviewing officer. The interviewing officer should provide a copy of the form to the EEO/AA Officer and/or the ADA Coordinator. In cases where the EEO/AA Officer and/or the ADA Coordinator completes the form for the applicant with a disability, the EEO/AA Officer and/or the ADA Coordinator shall submit completed forms to the interviewing officer and retain a copy for him or herself.
3. A response to the request will be provided to the applicant within five (5) days following receipt of the request by the interviewing officer.
4. If it is within the bounds of the authority of the interviewing officer to grant the request and he or she believes it to be reasonable, the accommodation will be provided. Information regarding the type of accommodation provided will be sent to the EEO/AA Officer and/or the ADA Coordinator.
5. If another official within the agency must be consulted in order for the accommodation to be provided, he or she will determine whether the agency will grant the request.
6. If the agency denies the request, the applicant has the right to file an internal complaint with the EEO/AA Officer and/or the ADA Coordinator and/or external complaint with the Illinois Department of Human Rights within 180 days of the denial. An applicant may also have the right to file a complaint with the U. S. Equal Employment Opportunity Commission (EEOC) within 300 days or any other appropriate government agency pursuant to their time frame.

The most current disability survey form can be found on the DHR website listed below. On the liaison unit's link, go to "Other EEO/AA Report Forms" and click on disability forms.

www.state.il.us/dhr/liaison

SECTION SIX

APPLICABLE EEO LAWS

This part should set forth the relevant text of any federal law that mandates the agency to adhere to additional EEO/AA requirements.

CIVIL RIGHTS ACT OF 1964, as amended

Title VI prohibits discrimination on grounds of race, color, or national origin in federally assisted programs

Title VII prohibits discrimination on the grounds of race, color, religion, sex or national origin by employers or unions with 15 or more employees. The designation employer includes the government of the United States, corporations wholly owned by the United States, and state or political subdivisions thereof.

EQUAL EMPLOYMENT OPPORTUNITY ACT OF 1972

This is an amendment to the Civil Rights Act of 1964, which adds sex and religion to the Title VII portion and extends Equal Employment Opportunity (EEO) to state, local and municipal organizations, all employment agencies (private and public) and to labor organizations. This Act empowers EEOC to bring civil action against any organization, which is alleged to be practicing discrimination. The Act also gives the right to an individual to take a complaint directly to a court of law.

PREGNANCY DISCRIMINATION ACT

This law amended Title VII to make it illegal to discriminate against a woman because of pregnancy, childbirth, or a medical condition related to pregnancy or childbirth. The law also makes it illegal to retaliate against a person because the person complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.

CIVIL RIGHTS ACT OF 1991

The Civil Rights Act of 1991 expands the protections afforded individuals under the Civil Rights Act of 1964. It provides for damages for intentional discrimination and unlawful harassment in the workplace and codifies the concepts of "business necessity" and "job related" as enunciated in various Supreme Court decisions. Additionally, it confirms statutory authority and provides guidelines for disparate impact suits under Title VII of the Civil Rights Act of 1964 and in response to recent Supreme Court decisions, expands the scope of relevant civil rights statutes.

AGE DISCRIMINATION IN EMPLOYMENT ACT OF 1967

This Act prohibits arbitrary discrimination against persons 40 years of age or older.

REHABILITATION ACT OF 1973

This Act sets the standards for promoting, expanding, and assisting in employment opportunities for the handicapped in all programs or activities receiving Federal financial assistance. Sections 503 and 504 provide for the prohibition of discrimination against qualified handicapped individuals. The Office of Federal Contract Compliance Programs (OFCCP), U. S. Department of Labor, enforces section 503. Section 504 is enforced by the agency providing the federal funds in question.

EQUAL PAY ACT OF 1963

This Act provides that an employer may not discriminate on the basis of sex by paying employees different wages for doing equal work on jobs requiring equal skill, effort, and responsibility, and which are performed under similar working conditions in the same establishment. The U. S. Equal Employment Opportunity Commission (EEOC) enforces this Act.

AMERICANS WITH DISABILITIES ACT OF 1990, AS AMENDED BY THE AMERICANS WITH DISABILITIES AMENDMENTS ACT OF 2008

Congress enacted the Americans with Disabilities Act of 1990 ("the ADA") to eliminate discrimination against individuals with disabilities in the areas of employment, public accommodations, education, transportation, communication, recreation, institutionalization, health services, voting, and access to public service. Title I of the ADA prohibits discrimination in employment against individuals with disabilities and establishes the standards governing an employer's affirmative duty to accommodate an individual with a disability. Title II of the ADA prohibits discrimination against individuals with disabilities by state and local governments. The ADA Amendments Act of 2008 broadens the coverage of "disability" and thereby brings more individuals under the protection of the law. EEOC will issue new regulations under this Act.

FAMILY MEDICAL LEAVE ACT of 1993

This act requires employers to provide up to 12 weeks of unpaid job-protected leave to "eligible" employees for certain family and medical reasons. Employees are eligible if they have worked for a covered employer for at least one year, and for 1,250 hours during the year preceding the start of the leave, and be employed at a worksite where the employer employs at least 50 employees within a 75-mile radius. The U. S. Department of Labor's Wage and Hour Division is authorized to investigate and resolve complaints of violations.

Unpaid leave must be granted for any of the following reasons:

- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee's job.

Section 585(a) of the National Defense Authorization Act (NDAA) amended the FMLA to provide eligible employees working for covered employers two important leave rights related to military service:

- **Qualifying Reason for Leave.** Eligible employees are entitled to up to 12 weeks of leave because of "any qualifying exigency" arising out of the fact that the spouse, son, daughter, or parent of the employee is on active duty, or has been notified of an impending call to active duty status, in support of a contingency operation.
- **Leave Entitlement.** An eligible employee who is the spouse, son, daughter, parent, or next of kin of a covered servicemember who is recovering from a serious illness or injury sustained in the line of duty on active duty is entitled to up to 26 weeks of leave in a single 12-month period to care for the servicemember. This military caregiver leave is available during "a single 12-month period" during which an eligible employee is entitled to a combined total of 26 weeks of all types of FMLA leave.

UNIFORMED SERVICES EMPLOYMENT AND REEMPLOYMENT RIGHTS ACT (USERRA)

USERRA protects the job rights of individuals who voluntarily or involuntarily leave employment positions to undertake military service. USERRA also prohibits employers from discriminating against past and present members of the uniformed services, and applicants to the uniformed services. The U. S. Department of Labor, Veterans Employment and Training Service (VETS) is authorized to investigate and resolve complaints of USERRA violations.

GENETIC INFORMATION NONDISCRIMINATION ACT OF 2008

This law makes it illegal to discriminate against employees or applicants because of genetic information. Genetic information includes information about an individual's genetic tests and the genetic tests of an individual's family members, as well as information about any disease, disorder or condition of an individual's family members (i.e. an individual's family medical history). The law also makes it illegal to retaliate against a person because the person complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.

SECTION SEVEN

The hiring and promotion monitor form and exit questionnaire that are used by agencies must be included in the appendix of agencies affirmative action plans.

Hiring and Promotion Monitor

Section 2520.770 (h) of the Human Rights Rules and Regulations requires agencies to use hiring and promotion monitors whenever personnel transactions occur. As stated in the rules: “No hire or promotion commitment shall be made until the agency EEO Officer or designee has reviewed and signed the monitor indicating approval of the transaction. In all transactions, the agency Chief Executive Officer or designee shall sign and date the monitor, indicating approval. The Department of Central Management Services shall not complete any hire or promotion transaction if it has not received the approved monitor.”

Exit Questionnaire

Each state entity shall provide an exit questionnaire according to Section 2520.770 (i) of the Department’s Rules.

- The employee has the option of completing the form. The EEO/AA Officer may obtain better cooperation in the exit interview process if he or she conducts an oral interview on the last day or encloses a self-addressed envelope marked confidential with the exit questionnaire form.
- The answers are confidential, will not be used against the employee, will not be available for reasons of prospective employment, and will not be made a part of the employee’s personnel file.
- The form will be maintained in a separate file by the EEO Officer for possible review by DHR, or upon occasion, federal authorities.

HIRING MONITOR

Section I (To be completed by designated agency personnel)

Name of Agency _____	IDHR Region _____
Facility /Unit _____	Candidate's Name _____
Title of Job to be filled _____	Pay Grade _____
Number to be filled _____	Position Number _____
EEO Job Category _____	Employment Date _____

1. Is this EEO Category underutilized? Yes _____ No _____ If yes, by which of the following :
African Americans _____ Hispanics _____ Women _____ Asians _____ Native Americans _____ Disabled _____
2. Indicate: Sex of person selected _____
Race of person selected _____
Veteran or non-Veteran _____
Disability, if any _____
3. Number of individuals who applied or were on the list of eligible(s) _____
_____ were African American _____ invited, _____ interviewed, _____ selected
_____ were Hispanic, _____ invited, _____ interviewed, _____ selected
_____ were Women, _____ invited, _____ interviewed, _____ selected
_____ were Asian, _____ invited, _____ interviewed, _____ selected
_____ were Native American, _____ invited, _____ interviewed, _____ selected
_____ were Veterans, _____ invited, _____ interviewed, _____ selected
_____ were Disabled, _____ invited, _____ interviewed, _____ selected
_____ were Undefined, _____ invited, _____ interviewed, _____ selected
4. If no candidates from any of the underutilized groups appeared on the list, what efforts were made in the last six months to assist in the recruitment of candidates?
5. If the category is underutilized and a member of an affirmative action group applied and was not hired give a detailed explanation for the hiring decision.
6. Was the position posted? Yes _____ No _____
7. Name and position of person(s) who interviewed candidates.
8. Name and position of person(s) who recommended the selection of the candidate.

Section II (To be signed by agency EEO/AA Officer and Chief Executive Officer or their designees)

I have reviewed the eligibility list and concur / do not concur with this hire. Remarks on reverse side.

EEO/AA Officer Date

I approve of this hire.

Chief Executive Officer Date

No appointment will be processed without this form. [DHR Rules and Regulations Section 2520.770(h)]
DHR-19 (Rev 11-06)

PROMOTION MONITOR

Section I (To be completed by designated agency personnel)

Name of Agency _____	IDHR Region _____
Facility /Unit _____	Candidate's Name _____
Title of Job to be filled _____	Pay Grade _____
Number to be filled _____	Position Number _____
EEO Job Category _____	Date of Promotion _____

1. Is this EEO Category underutilized? Yes _____ No _____ If yes, by which of the following :
 African Americans _____ Hispanics _____ Women _____ Asians _____ Native Americans _____ Disabled* _____

2. Was the position posted? Yes _____ No _____

3. Number of individuals who applied or were on the list of promotable(s) _____

_____ were African American	_____ invited,	_____ interviewed,	_____ selected
_____ were Hispanic,	_____ invited,	_____ interviewed,	_____ selected
_____ were Women,	_____ invited,	_____ interviewed,	_____ selected
_____ were Asian,	_____ invited,	_____ interviewed,	_____ selected
_____ were Native American,	_____ invited,	_____ interviewed,	_____ selected
_____ were Veterans,	_____ invited,	_____ interviewed,	_____ selected
_____ were Disabled,	_____ invited,	_____ interviewed,	_____ selected
_____ were Undefined,	_____ invited,	_____ interviewed,	_____ selected

4. Indicate the sex and race of the person promoted.

5. Did it change the employee's EEO Job Category? Yes _____ No _____

6. If the category is underutilized and a member of an affirmative action group applied and was not promoted, give a detailed explanation.

7. Name and position of person(s) who interviewed candidates.

8. Name and position of person(s) who recommended the selection of the candidate.

Section II (To be signed by agency EEO/AA Officer and Chief Executive Officer or their designees)

I have reviewed the eligibility list and concur / do not concur with this promotion. Remarks on reverse side.

_____	_____
EEO/AA Officer	Date

I approve of this promotion.

_____	_____
Chief Executive Officer	Date

No appointment will be processed without this form. [DHR Rules and Regulations Section 2520.770(h)]

DHR-20 (Rev 11-09)

*For EEO monitoring purposes.

EXAMPLE**EXIT QUESTIONNAIRE**

Instructions: This questionnaire will be provided to all employees at the time of their separation from the agency whether voluntary or involuntary. The completion of this questionnaire shall be at the employee's option. Please send the completed form in an envelope to the Equal Employment Opportunity Officer. The Equal Employment Opportunity Officer shall maintain a separate file of all forms for possible review by the Department of Human Rights.

Name _____ Sex: Male _____ Female _____ Age: _____

Disability _____ Race _____ Hispanic: Yes _____ No _____

Date of Employment _____ Separation Date _____

Position Title _____

Starting Salary _____ Current Salary _____

Who was your immediate supervisor? _____

Reason for leaving: _____

Were you terminated while still in your probationary period? If so, what could your agency have done to ensure you successfully met your probationary period resulting in certification?

Would you want to work here again? Yes _____ No _____

Explain: _____

Same Position? Yes _____ No _____ Explain: _____

Same Supervisor? Yes _____ No _____ Explain: _____

Do you feel the working conditions were satisfactory?

Yes _____ No _____ Explain: _____

Do you have any suggestions for improving employee morale? _____

Were you satisfied with the pay you received for the work performed and with promotions? Yes _____ No _____

Explain: _____

Did you receive bilingual pay? If so, do you feel it was an appropriate amount? _____

Were you satisfied with the supervision and were you trained properly?

Yes _____ No _____ Explain: _____

Do you think management adequately recognized employee contributions? If not, what recommendations would you make to improve this?

Did you receive any equal employment opportunity / affirmative action orientation? Yes _____ No _____

Explain: _____

During your employment did you request an accommodation based on your disability? Yes _____ No _____ N/A _____
If yes, please explain:

Did you personally experience any discrimination while working in your position?

Yes _____ No _____ Explain: _____

Are you aware of instances where others have been discriminated against?

Yes _____ No _____ Explain: _____

If you have answered "Yes" to the last two questions, have you discussed or given written notice of this discrimination to your supervisor or EEO/AA Officer?

Yes _____ No _____ Explain: _____

Additional comments / concerns: _____

Employee Signature _____ Date _____

APPENDIX

A. FORMS NECESSARY FOR THE QUARTERLY REPORTS

Quarterly Report

Each agency submits a quarterly report during the fiscal year per DHR Rules and Regulations (Section 2520.770 (c) Reporting and Record-Keeping). There are six forms required for the report. The Chief Executive Officer and EEO/AA Officer must sign the report.

The “Program Goals” form (DHR-13-Q) lists the objectives for the quarter. The affirmative action plan (AAP) written for each fiscal year has a detailed section as to how the agency plans to meet its program and numerical goals throughout the fiscal year. Those goals are reviewed each quarter to see whether or not the agency is on schedule to meet their goals or have indicated any new proposed goals.

DHR divides the state into eleven regions. The “Quarterly Underutilization Summary” form (DHR-12-Q) indicates the agency underutilization for each region the agency is in. The first quarter report will show the underutilization figures as they appear in the AAP. The race and sex of each newly hired employee and promoted employee is categorized into EEO job categories. Total hires and promotions (from one category to another) are subtracted from the underutilization at the beginning of the quarter. This process determines the current underutilization.

The “Summary Workforce Analysis” form (DHR-9) by region details the present number of employees in each EEO job category by race and sex. This is displayed by each region separately and a combined total of all the regions.

The “Summary Workforce Transactions” form (DHR-10) is a breakdown of the new hires, promotions, suspensions, separations, discharges, layoffs, etc., for each EEO job category by race and sex.

The “Quarterly Report on Disability” form (DHR-27-Q) is a report on the status of employment of people with disabilities for the quarter. The underutilization of people with disabilities is shown along with the total number of hires for the quarter, the total hires of people with disabilities for the quarter, and current employees changing their status from non-disabled to disabled for the quarter. The number of people with disabilities, which are underrepresented, is displayed.

The “Employment Discrimination Complaints” form (DHR-15-Q) details the complaints filed against the agency. Internal and external complaints are listed by date received, location, issue, basis, and current status of the charge.

NOTE: This information is on the agency’s website at www.state.il.us/dhr.
Look for the Liaison Unit, under IDHR links.

Quarterly Report Checklist

- _____ Cover letter signed by the agency Chief Executive Officer and EEO/AA Officer
- _____ Program Goals (DHR-13-Q)
- _____ Quarterly Underutilization Summary (DHR-12-Q)
- _____ Summary of Workforce Analysis (DHR-9)
- _____ Summary of Workforce Transactions (DHR-10)
- _____ Disability Quarterly Report (DHR-27-Q)
- _____ Employment Discrimination Complaints (DHR-15-Q)

Quarterly Report - Program Goals

Agency_____

Reporting Period_____

Program Goals and Objectives

Met/Not Met

Special Problems in Attaining Program Goal(s)

Proposed New Program Goal(s)

Quarterly Underutilization Summary Form

Agency:

Reporting Period:

Region:

Beginning underutilization for this quarter

	Off/Mgr	Prof	Tech	Pro/Sv	Parpro	Off/CI	Sk/Crft	Serv/Mtc
African Americans								
Hispanics								
Women								
Asians								
Native Americans								

Summary of hires and promotions for this quarter

	Off/Mgr	Prof	Tech	Pro/Sv	Parpro	Off/CI	Sk/Crft	Serv/Mtc
Promotions Total_____								
New Hires (Veterans) Total_____								
New Hires (Non-Vets) Total_____								

Ending underutilization for this quarter

	Off/Mgr	Prof	Tech	Pro/Sv	Parpro	Off/CI	Sk/Crft	Serv/Mtc
African Americans								
Hispanics								
Women								
Asians								
Native Americans								

Quarterly Underutilization Summary Form Instructions

Beginning underutilization for this quarter

The first quarter report will show the underutilization figures as they appear in the Affirmative Action Plan. Thereafter, each report will indicate the updated status of underutilization.

Summary of hires and promotions for this quarter

Promotions: Indicate promotions into new EEO categories. Do not include promotions within the same EEO category, i.e. Clerk I to Clerk II; Accountant II to Accountant III; Executive I to Executive II.

New Hires (Veterans): Report all permanent new hires that are veterans by EEO category.

New Hires (Non-Veterans): Report all permanent new hires that are not veterans by EEO category.

In the boxes, provide a breakdown by number, sex and race. M=Male, F=Female, AA=African American, H=Hispanic, A=Asian, NA=Native American. (Examples: 2AAM, 3WF, 1HF, and 1NAM)

Ending underutilization for this quarter

The current underutilization is the result of subtracting your affirmative action hires and promotions from the beginning underutilization. Remember, the ending underutilization is the beginning underutilization for the next quarter.

NOTE: Be sure the appropriate Hiring/Promotion Monitors and open competitive lists are available for discussion at the quarterly review meeting with the DHR liaison.

Summary of Workforce Analysis by Region

Agency:

Report Date:

Region:

_____ **MALES** _____ **FEMALES** _____ **PERCENTAGE** _____

EEO Category	Grand Total	Total	W	AA	H	A	NA	D	Total	W	AA	H	A	NA	D	M	F	W	AA	H	A	NA	D
Officials/ Managers																							
Professionals																							
Technicians																							
Protective Services																							
Para- professionals																							
Office / Clerical																							
Skilled Craft																							
Service / Maintenance																							
TOTAL																							

Grand Total Employees for Region:				Males:				Females:				Total Minorities:			
White:		Afr Am:		Hispanics:		Asians:		Nat Am:		Disabled:					

W=White AA=African American H=Hispanic A=Asian NA=Native American D=Disabled

Summary of Workforce Transactions Report

By EEO Category

Agency:

Reporting Period:

EEO Category:

Transaction	Grand Total	Total	MALES						Total	FEMALES						PERCENTAGES							
			W	AA	H	A	NA	D		W	AA	H	A	NA	D	M	F	W	AA	H	A	NA	D
New Hires																							
Promotions																							
Intra-Agency Transfers																							
Suspensions																							
Separations																							
Discharges																							
Lay Off																							
Demotions																							
Reductions																							
Reinstatements																							
Reemployment																							
Upward Reallocations																							
Downward Reallocations																							

W=White

AA=African American

H=Hispanic

A=Asian

NA=Native American

D=Disabled

DHR-10 (Rev. 5-08)

See back of page for transaction definitions

TRANSACTIONS DEFINITIONS

For purposes of preparing this report, the following definitions should be used:

New Hire: This involves a person hired into or appointed to a position within an agency in which he/she either has no prior agency history or whose recent employment experience was not with the hiring agency. These transactions would consist of any type of new appointment or the movement of an individual between agencies or merit systems.

Promotion: These transactions occur when an employee is advanced to a position with a higher salary range than his/her previous position, if within the same agency.

Intra-Agency Transfer: These transactions occur when an employee is transferred to a position of the same class to which appointed or to a position including similar qualifications, duties, responsibilities and salary range, in another division, section or other unit.

Suspension: These transactions involve a temporary removal from payroll for disciplinary reasons.

Separation: These transactions involve an employee who voluntarily leaves state service.

Discharge: This occurs when an employee is terminated for cause.

Lay Off: These transactions occur with the placement of an employee in non-paid, non-working status without prejudice either temporarily or indeterminately.

Demotion: These transactions occur when an employee is assigned to a vacant position in a class having a lower maximum permissible salary or rate than class from which the demotion was made for reasons of inability to perform the work, if within the same agency.

Reduction: These transactions involve the voluntary or involuntary movement of an employee to a vacant position in a class having a lower maximum permissible salary range, if within the same agency.

Reinstatement: These transactions occur when a former certified employee who resigned or terminated in good standing or whose position was reallocated downward or who was laterally transferred or whose name was placed on a reemployment list, if within the same agency.

Reemployment: These transactions occur when the certified employee is restored to an active work status after being selected from an official Recall/Reemployment List obtained from the Department of Central Management Services, if within the same agency.

Upward Reallocation: These transactions occur when the classification of an employee to a position with a classification of higher salary range resulting from the assignment of increased responsibilities making a higher position title more appropriate.

Downward Reallocation: These transactions occur when the classification of an employee changes to a position with a classification of a lower salary range resulting from the changes in assigned duties, which have fewer responsibilities.

Quarterly Report on Disability

Agency: _____

Quarter: _____

Agency Underutilization of people with disabilities: _____

Total hires during this quarter: _____

Total hires of people with disabilities for this quarter: _____

Current employees changing status from
non-disabled to disabled for this quarter: _____

Underutilization of people with disabilities at the end of this quarter: _____

DHR-27-Q (Rev 6-08)

EMPLOYMENT DISCRIMINATION COMPLAINTS

Agency _____

Report Period _____

INTERNAL COMPLAINTS

Date Received	Facility/Region	Action/Issue*	Basis**	Current Status/Finding
1.				
2.				
3.				
4.				
5.				
6.				
7.				

EXTERNAL COMPLAINTS

Date Received	Facility/Region	Action/Issue*	Basis**	Current Status/Finding
1.				
2.				
3.				
4.				
5.				
6.				
7.				

Total Complaints This Fiscal Year _____

*Action/Issue=Discharge, Failure to hire, Suspension, etc.

**Basis=Sex, Race, Religion, National Origin, etc.

B. EXPLANATION OF TERMS

Explanation of Terms

AA - Affirmative Action - The Legal concept mandated under Executive Order 11246 which requires an employer to do more than ensure employment neutrality in recruitment, hiring and promotion of qualified individuals in order to overcome the effects of past systemic exclusion and discrimination.

AAP - Affirmative Action Plan - A written document, which encompasses the EEO policy and all the actions necessary to create a non-discriminatory work environment. Including the development of numerical goals for established affirmative action groups when underutilization of such groups has been identified.

Accessibility - The extent to which a facility is readily approachable and usable by individuals with disabilities

Adverse Impact - A theory of employment discrimination (also referred to as disparate impact, disparate effect, adverse effect), which occurs when an employer's policy or practice, neutral on its face and in its application, has a negative effect on the employment opportunities of affirmative action groups.

Affirmative Action Groups - For the development of an AAP by a state entity, this refers to African Americans, Hispanics, Females, Asians, Native Americans and People with Disabilities.

CEO - Chief Executive Officer - The individual ultimately responsible for the operation of an agency.

Department or DHR - Department of Human Rights

Disability - As used in Section 2520.700 Department Rules of the "disability" means a mental or physical condition (other than pregnancy), lasting six months or longer, that limits the amount or kind of work an individual can perform.

Disparate Treatment - A theory of employment discrimination, which occurs when an employer treats, protected class employees differently than non-protected class employees in similar situations.

Equal Employment Opportunity (EEO) - EEO is achieved when all terms and conditions of employment and management decisions are consistently based on job related factors, without regard to race, color, disability, national origin, age, religion or sex.

EEO Job Category - Classes of position titles that are assigned to one of the eight EEO job categories: Officials/Managers, Professionals, Technicians, Protective Service Workers, Paraprofessionals, Office and Clerical, Skilled Craft Workers and Service Maintenance.

Equal Employment Opportunity Commission (EEOC) - DHR's federal counterpart, which implements the Civil Rights Act of 1964 and other statutes.

Final Availability Percent (FAP) - the percentage of affirmative action groups that can reasonably be expected to be available for employment.

Disability - For purposes of nondiscrimination under the Human Rights Act, Section 1-103(l) a disability is a determinable physical or mental characteristic of a person, including, but not limited to, a determinable physical characteristic which necessitates the person's use of a guide, hearing or support dog, the history of such characteristic, or the perception of such characteristic by the person complained against, which may result from disease, injury, congenital condition of birth or functional disorder and which characteristic is unrelated to the person's ability to perform the duties of a particular job or position.

Labor Force - All persons, 16 years of age or older, who are either employed or unemployed.

Numerical Goal - Means the number of members of an affirmative action group, which have been determined to be available to an agency for employment in each of the EEO job categories.

Parity - Achieved when availability and utilization are equal.

Protected Class - Various groups of people protected under the Human Rights Act.

Program Goal - Program goal is an agency's fiscal year strategy to address EEO problem areas or to enhance its affirmative action program through recruitment or training efforts, or other specialized programs.

Reasonable Accommodation - is a modification to the work site, work process and/or work schedule to enable a person with a disability to perform essential job duties.

Region - The term "region" shall mean a group of adjacent state counties; there are 11 regions within Illinois.

Underutilization - The number of additional persons in a particular affirmative action group which is necessary to achieve parity with the availability of that group in the labor force.

Workforce - Current number of employees in the agency.

C. EEO JOB CATEGORIES

Definitions of EEO Job Categories

1. **Officials and Managers** -- Occupations in which employees set broad policies, exercise overall responsibility for execution of these policies, or direct individual departments or special phases of the Agency's operation, or provide specialized consultation on a regional, district or area basis. **Includes:** *department heads, bureau chiefs, division chiefs, directors, deputy directors, controllers, examiners, wardens, superintendents, sheriffs, police and fire chiefs and inspectors and kindred workers.*
2. **Professionals** -- Occupations, which require specialized and theoretical knowledge, which is usually acquired through college training or through work experience and other training, which provides comparable knowledge. **Includes:** *personnel and labor relations workers, social workers, doctors, psychologists, registered nurses, economists, dietitians, lawyers, system analysts, accountants, engineers, employment and vocational rehabilitation counselors, teachers or instructors, police and fire captains and lieutenants and kindred workers.*
3. **Technicians** -- Occupations, which require a combination of basic scientific or technical knowledge and manual skill, which can be obtained through specialized post-secondary school education or through equivalent on-the-job training. **Includes:** *computer programmers and operators, technical illustrators, highway technicians, technicians (medical, dental, electronic, physical sciences), assessors, inspectors, police and fire sergeants, and kindred workers.*
4. **Protective Service Workers** -- Occupations in which workers are entrusted with public safety, security and protection from destructive forces. **Includes:** *police patrol officers, fire fighters, guards, deputy sheriffs, bailiffs, correctional officers, detectives, marshals, harbor patrol officers, and kindred workers.*
5. **Paraprofessionals** -- Occupations in which workers perform some of the duties of a professional or technician in supportive roles, which usually require less formal training and/or experience normally required for professional or technical status. Such positions may fall within an identified pattern of staff development and promotion under a "New Careers" concept. **Includes:** *library assistants, research assistants, medical aids, child support workers, police auxiliary, welfare service aides, recreation assistants, homemaker aides, home health aides, and kindred workers.*
6. **Office and Clerical** -- Occupations in which workers are responsible for internal and external communication, recording and retrieval of data and/or information and other paperwork required in an office. **Includes:** *bookkeepers, messengers, office machine operators, clerk typists, stenographers, court transcribers, hearing reporters, statistical clerks, dispatchers, license distributors, payroll clerks, and kindred workers.*
7. **Skilled Craft Workers** -- Occupations in which workers perform jobs which require special manual skill and a thorough and comprehensive knowledge of the process involved in the work which is acquired through on-the-job training and experience of through apprenticeship or other formal training programs. **Includes:** *mechanics and repairmen, electricians, heavy equipment operators, stationary engineers, skilled machining occupations, carpenters, compositors and typesetters, and kindred workers.*
8. **Service Maintenance** -- Occupations in which workers perform duties which result in or contribute to the comfort, convenience, hygiene or safety of the general public or which contribute to the upkeep and care of buildings, facilities or grounds of public property. Workers in this group may operate machinery. **Includes:** *chauffeurs, laundry and dry cleaning operatives, truck drivers, bus drivers, garage laborers, custodial personnel, gardeners and groundskeepers, refuse collectors, construction laborers.*